



HEALTH

CAHPS[®]: Consumer Assessment of Healthcare Providers and Systems

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June 6, 2006**

An Overview of the CAHPS Program

- The program is a multi-year initiative of the Agency for Healthcare Research and Quality (AHRQ)
- Original focus was on health plans (CAHPS I)
- Originally designed to
 - Promote comparison of results of consumer surveys across sponsors over time
 - Generate tools and resources to produce understandable, usable comparative information for consumers

Program Expansion -- CAHPS II

- Original health plan survey has been complemented with five facility surveys and eight ambulatory surveys or survey modules
- Survey measures reflect expanding (and diverse) needs of stakeholders and consumers
- Guidance on how to report health systems information to additional audiences

CAHPS Facility Surveys

Survey	Available Now	Beta Version	In Development
Hospital	X		
In-Center Hemodialysis		X	
Nursing Home Residents			X
Nursing Home Family			X
Assisted Living			X

CAHPS Ambulatory Care Surveys

Survey	Available Now	Beta Version	In Development
Health Plan 3.0	X		
Health Plan 4.0		X	
American Indian	X		
Clinician and Group		X	
Dental Care		X	
ECHO® (Behavioral Health)	X		
HIT (Health Information Technology)			X
People with Mobility Impairments			X
PPO			X
Prescription Drug Plan		X	

Existing Tools to Assess Special Populations

- ECHO, Behavioral Health Survey
- Adults with Chronic Conditions Survey
- Survey for Children with Special Health Care Needs
- Items targeted to Medicaid and SSI Populations
- American Indian Survey
- In-Center Hemodialysis Survey

Emerging Tools to Assess Special Populations

- People with Mobility Impairments Survey
- Nursing Home Resident Survey
- Nursing Home Family Survey
- Assisted Living Survey
- Cultural Competence Items

CAHPS Tools to Assess Chronic Disease Management

- **In-Center Hemodialysis Survey** has been incorporated into ESRD disease management programs
- **Adult Chronic Condition Survey** can be used to assess chronic disease management through consumer reports of experience with care
- **People with Mobility Impairments Survey** can be used to assess management of chronic pain and other co-occurring conditions for individuals who use assistive devices or who have difficulty moving or walking
- **Clinician and Group Survey** items on health promotion and education are a tool to assess preventive care efforts

For CAHPS Products and Information

- Visit the CAHPS website at www.cahps.ahrq.gov
- Call the CAHPS user network help line at 1-800-492-9261
- Email the CAHPS user network at cahps1@ahrq.gov

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